
*Leading Health Care
In The 21st Century*



Planetree

Dedicated to the healing of
mind, body and spirit.



A Message from the Network Director

Welcome, from the VA Healthcare Network Upstate New York Planetree Affiliates! Our purpose in belonging to this forward thinking, progressive consumer health care organization is to offer the best possible, most well rounded health care to the veterans of Upstate New York.

There are many challenges and opportunities facing our Network. The dramatic changes in health care, government and technology surround and impact us on a daily basis. These changes will ultimately and fundamentally alter the VA healthcare delivery system, as we know it.

I see our Network as a vibrant, essential health care asset to our communities in delivery, education and research that is emerging into a new health care era with multiple possibilities and enormous potential. Being a part of the Planetree Alliance gives us additional resources, ideas and support that will enable us to meet all of these challenges. We will then be better prepared to fulfill our mission to those who protected and fought for us, our Upstate New York veterans.

Sincerely,



Fred L. Malphurs
Network Director
VA Healthcare Network Upstate New York



Planetree looks for ways to enhance patient care without losing sight of the individual. The VA Healthcare Network Upstate New York has begun rolling out the Planetree philosophy at each of its facilities.

Planetree Mission

Planetree develops and implements new models of health care. It strives to cultivate the healing of mind, body and spirit through patient-focused, value-based, and holistic care.

Planetree Model

Founded in 1978, this non-profit organization has become a pioneer in personalizing, humanizing and demystifying the health care experience for patients and their families. Planetree is patient-focused, rather than provider-focused. It is committed to improving medical care from the patient's perspective. It empowers patients and families through information and education, and encourages "healing partnerships" with caregivers.

"...the ideal hospital would combine the best of spas with the best of hotels and the best of hospitals to become a truly healing environment, where just being there is healing."

Angelica Thieriot, Planetree Founder

Planetree's holistic approach encourages healing on all dimensions - mental, emotional, spiritual, social, and physical.

Planetree recognizes the importance of architectural and environmental design in the healing process. It is proven that patients do better in home-like settings that are barrier-free, support dignity, and encourage family participation in care.



Planetree is based on several key beliefs:

Human Interaction

Planetree is about human beings caring for and serving each other in nurturing, compassionate, and personalized environments. Healing partnerships between patients, family members and caregivers are encouraged by a care model that enables patients to be active participants in their health care.



Empowering Patients through Information & Education

Planetree's patient-centered model of care and consumer-sensitive healing approach enables patients to become more involved in their health care. The emphasis is on patient and family education. Planetree recognizes that the experience of illness has the potential to transform the patient. It can be a time of great personal growth for the patient as life goals and values are re-evaluated, priorities are clarified, and inner resources are discovered. A variety of educational materials are available to the patient, the family and the community.

The Importance of Family, Friends & Social Support Networks

Social support has been shown to be vital to good health. Anything that promotes a sense of love, intimacy, connection, and community is healing. Planetree supports and encourages the involvement of family and significant others whenever possible. As part of the health care team, significant others can make a valuable contribution to the quality of the patient's care.



Spirituality: The Importance of Inner Resources

Spirituality plays a vital role in healing the whole person. Supporting patients, families and staff in connecting with their own inner resources creates a more healing environment. Chapels, gardens and meditation rooms provide opportunities for reflection and prayer, and chaplains are seen as vital members of the health care team.

The Importance of the Human Touch

Touch is an essential way of communicating caring and is often overlooked in the clinical setting. Family members can be taught to give massages to loved ones while in the hospital and at home.



Healing Arts: Nutrition for the Soul

Music, storytellers, clowns, and funny movies create an atmosphere of serenity and playfulness. Artwork in patient rooms and treatment areas add to the ambiance. Artists, musicians, poets and storytellers from the local community help expand the boundaries of the health care facility.

Complementary Therapies Expand the Choices Offered to Patients

A growing number of patients want treatment options that are more natural, less toxic, less invasive, and more holistic to complement their conventional medical treatment. Aromatherapy, pet therapy, meditation, healing guided imagery, therapeutic massage, therapeutic touch, Reiki, acupuncture, Tai Chi and yoga have proven health benefits.



Architectural Design Conducive to Health & Healing

The physical environment is vital to the healing process of the patient. It is very hard to help patients heal and recover in inhospitable, cold and impersonal spaces. Facilities should be warm, home-like, non-institutional settings that allow patient privacy and family participation. Patients and families should be provided with spaces for both solitude and social activities, including: libraries, kitchens, lounges, activity rooms, chapels, healing gardens, fountains, fish tanks, and waterfalls.

The Importance of Both the Nutritional & Nurturing Aspects of Food

Nutrition is recognized as an integral part of health and healing essential not only for good health, but as a source of pleasure, comfort and familiarity. Food should not only be healthy but delicious. Kitchens on patient floors encourage families to prepare favorite foods for their loved ones. They also serve as gathering places, much as they do in our homes, for patients and families. Nutrition education focuses on not only the patient's current illness but on healthy living for the whole family.



How can you support Planetree?

Planetree is a non-profit organization funded through donations. VA Healthcare Network Upstate New York is slowly implementing Planetree's philosophy.

If you would like to make a contribution to help your local VA implement Planetree, contact Volunteer Services.



PLANETREE[®]
a consumer health care organization

For more information about Planetree, visit our website at:
www.va.gov/visns/visn02/planetree.html
or contact our Planetree Program Coordinator,
Neal Relyea, RN at (518) 626-5480.



Reaching Us Is Easy

VA Medical Centers:

Albany

113 Holland Avenue
Albany, NY 12208
(518) 626-5000

Batavia

222 Richmond Avenue
Batavia, NY 14020
(585) 343-7500

Bath

76 Veterans Avenue
Bath, NY 14810
(607) 664-4000

Buffalo

3495 Bailey Avenue
Buffalo, NY 14215
(716) 834-9200

Canandaigua

400 Fort Hill Avenue
Canandaigua, NY 14424
(585) 394-2000

Syracuse

800 Irving Avenue
Syracuse, NY 13210
(315) 476-7461

VA Outpatient Clinics:

Auburn

Auburn Memorial Hospital
17 Lansing St.
(315) 255-7011

Bennington

325 North Street
(802) 447-6913

Binghamton

425 Robinson Street
(607) 772-9100

Clifton Park

1673 Route 9
(518) 383-8506

Columbia Greene

Greene Medical Bldg.
159 Jefferson Heights
(518) 943-7515

Cortland

1104 Commons Avenue
(607) 662-1517

Dunkirk

325 Central Avenue
(716) 366-2122

Elizabethtown

P.O. Box 277 Park St.
(518) 873-3295

Elmira

200 Madison Ave.
(877) 845-3247

Fulton-Montgomery

Camp Mohawk Plaza
Rt. 30A
(518) 853-1247

Glens Falls

84 Broad Street
(518) 798-6066

Jamestown

896 East Second Street
(716) 661-1447

Kingston

63 Hurley Avenue
(845) 331-8322

Lackawanna

OLV Family Care Center
227 Ridge Road
(716) 822-5944

Lockport

5875 S. Transit Road
(716) 433-2025

Malone

115 Park Street
(518) 481-2545

Massena

1 Hospital Drive
(315) 764-1711

Mt. Morris

2 Livingston County Campus
(585) 393-7296

Niagara Falls

Niagara Falls Family Medicine
620 10th Street Suite 709
(716) 285-6663

Olean

500 Main St.
(716) 375-7555

Oswego

105 County Route 45A
(315) 343-0925

Plattsburgh

206 Cornelia Street,
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(518) 566-8563

Rochester

465 Westfall Road
(585) 242-0160

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125 Brookley Road
(315) 336-3389

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1475 Balltown Road
(518) 346-3334

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39 Pearl Street West
(607) 561-2003

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500 Federal Street
(518) 274-7707

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218 Stone Street
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15 Loder Street
(585) 596-4111

